

VIRGINIA CHILD SUPPORT ENFORCEMENT PROGRAM

2004 Fact Sheet

- ◆ The Division of Child Support Enforcement (DCSE) collected a record \$534 million in SFY04, (a 5.5% increase over previous year); \$506 million in SFY03 (increase of 6.8%); and \$474 million in SFY02. DCSE projects collections of \$550 million in the current fiscal year (05).
- ◆ Virginia's Child Support Enforcement caseload includes 363,330 cases and 484,000 children. These children represent almost one-quarter of Virginia's child population and are owed \$2.1 billion in past due child support.
- ◆ The Division has established an interactive Web application. This Web page, which provides updated payment and case information to custodial and noncustodial parents, gives DCSE customers another method, in addition to the telephone and office visits, of accessing information. Over 7,000 customers visit the site each day. In addition, DCSE's website provides helpful links to Virginia's New Hire Reporting Center and the Department of Labor and Industry. The Web address is www.dss.state.va.us/dcse.case/. Only a few other states have achieved this enhanced level of customer services.
- ◆ DCSE's Home Office Customer Services Unit established a national toll-free telephone number dedicated to employer inquiries in 2002 and continues to respond to more than 100,000 calls per year. In 2003 the employer line has proved to be a vital tool in the implementation of the National Medical Support Notice. Staff who respond on this line also encourage employers to consider electronic transmission of child support deductions to DCSE.
- ◆ Virginia's continuous attention to its Undistributed Collections (UDC) balance achieved a balance of 1.67% in June 04. (All states carry legitimate UDC balances stemming from federal tax offsets, future payments, etc.) Virginia is a leader in the Nation in addressing this issue.
- ◆ DCSE has stepped-up its encouragement that customers avail themselves of Direct Deposit. In September 2001, Virginia's child support electronic disbursement of payments represented 36% of total payments. By July 2004, 53.7% of all disbursements were electronic. Virginia DCSE continues to use mass mailings and other means to encourage enrollment.

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- ◆ Of more than 1.56 million new hires in the Commonwealth in SFY04, there were 81,036 that matched cases with unpaid child support, a match rate of 5.2%. Since its inception in 1993, approximately \$83.1 million has been collected as a direct result of new hire reporting. Virginia was the pilot state for New Hire Reporting.
- ◆ Since it was initiated in 1995, the Virginia Drivers License Suspension Program has resulted in collections of over \$201 million in delinquent child support, with more than 3,500 licenses actually suspended.
- ◆ Virginia was one of the first two states in the Nation to receive unconditional federal certification of its automated child support system.
- ◆ Virginia collected \$6.99 for every dollar spent in SFY04, which exceeds the maximum federal cost effectiveness goal by \$1.99. Virginia's Child Support Enforcement Program is a very cost-effective operation.
- ◆ Virginia continues to explore new methods of enforcing child support obligations such as joining the Child Support Lien Network to intercept insurance settlements of delinquent parents and increasing the seizure of assets such as bank accounts.